

High Sick Leave Consumption EMA/MetroSafe



KPI Owner: Tonya Sangester

Process: Sick Leave Management

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: Avg. 41 employees in FY13 Goal: Reduce the number of employees with High Sick Leave Consumption by 15% of the total employees compared to FY13 data Benchmark: 9% LMG Top Quartile Oct2015	Data Source: Payable Time Peoplesoft Goal Source: Dept Management Team Benchmark Source: OPI sick leave study	Plan-Do-Check-Act Step 8: Monitor and diagnose Measurement Method: # of employees who used 9 or more out of 12 sick ¹ days in a 12 month period; rate calculated by dividing by total employees Why Measure: Promote a culture in which sick time is used appropriately Next Improvement Step: Continue to monitor the coding of sick vs. FMLA, place employees who have high sick usage on pattern of absence where appropriate

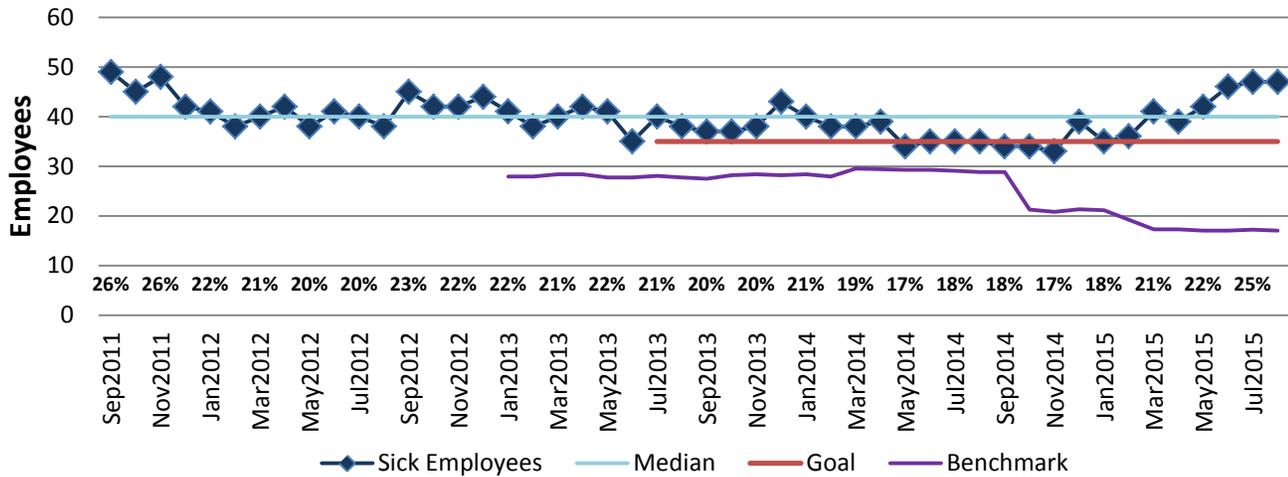
How Are We Doing?

Sep2014-Aug2015 12 Month Avg Goal	Sep2014-Aug2015 12 Month Average		Aug2015 Goal	Aug2015 Actual	
35	39		35	47	
Employees	Employees		Employees	Employees	

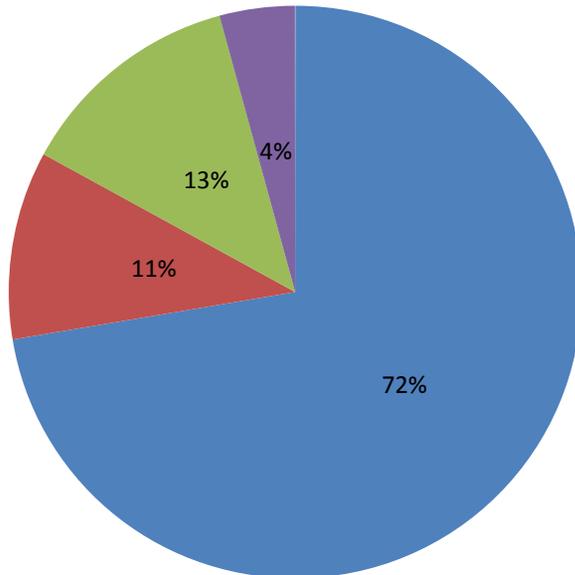
High Sick Leave Consumption



Good



Analysis by Division of High Sick Leave List



- Comm Center
- MetroCall 311
- Other
- No longer with EMA/MetroSafe

¹A "day" is typically defined as standard hours per week divided by 5 unless otherwise stated in a union contract